



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Baggenstoss et al.

Serial No.: 10/733,457

Filed: December 11, 2003

For: **Managing the Rate of Delivering
Performance Interventions in a Contact
Center**

Examiner: **Chan, Wing F.**

Art Unit: **2614**

Confirmation No. **8796**

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98.

This Information Disclosure Statement ("IDS") is being filed under 37 C.F.R. § 1.97(b) before the mailing date of a first Office Action on the merits (37 C.F.R. § 1.97(b) (3)). No fee is required. In the event that a first Office Action on the merits has been issued, please consider this IDS under 37 C.F.R. § 1.97(c) and charge Deposit Account No. 11-0980 a fee in the amount of \$180.00 as required by 37 C.F.R. § 1.17(p).

07/06/2006 FMETEK11 00000057 110980 10733457

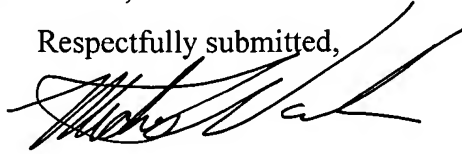
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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on June 28, 2006.

Michael L. Wach, Reg. No. 54,517

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

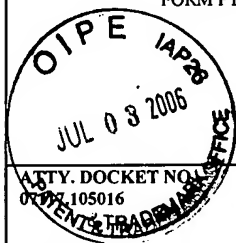
Respectfully submitted,

A handwritten signature in black ink, appearing to read "Michael L. Wach", written over the typed name.

Michael L. Wach
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4140073

FORM PTO-1449, Adapted



LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY. DOCKET NO. 0793,105016	SERIAL NO. 10733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,278,898	1/11/1994	Cambray et al.	379	266	5/30/1991
	AB	6,704,410 B1	3/9/2004	McFarlane et al.	379	265.05	6/1/2000
	AC	6,856,680 B2	2/15/2005	Mengshoel et al.	379	265.06	9/24/2001
	AD	7,043,193 B1	5/9/2006	Vashi et al.	434	353	8/15/2000
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
	AK	WO 2006/039670 A2	4/13/2006	PCT	Knowlagent, Inc.		
	AL						
	AM						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

	AN		Genesys; Genesys and SLS Implement a Next Generation Skills Based Routing Solution for O ₂ ; News Release; May 10, 2005
	AO		Silver Lining Solutions; Agent Skills Management for Genesys; Downloaded June 26, 2006 from www.silverlining.uk.net/genesys
	AP		
	AQ		

4140100

EXAMINER	DATE CONSIDERED
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	